



Appn. Number: 09/655,681 Confirmation Number: 8969

Applicant *Pro Se*: Paul C. Ulrich

Filed: September 6, 2000

Title: Telecommunication-Based Time Management System and Method

Group Art Unit: 2142

Examiner: Hai V. Nguyen

Docket Number: 12935-1

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AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria VA 22313-1450

Sir:

In response to the Office action of April 6, 2004, applicant thanks the Examiner for the careful and thorough review of the application and inclusion of seven additional U.S. patent documents as references and prior art.

The Office action rejects claims 1 –24 under 35 U.S.C. 103(a) as being unpatentable over Douglis et al (hereinafter “Douglis”) in view of Flockhart et al (hereinafter “Flockhart”). Reference A (Douglis, patent 6,587,877) shows a method for managing time and expense in electronic communications between a host and a network. Reference B (Flockhart, patent 6,563,920) teaches the use of just-in-time delivery of work for call-center agents, based on determinations of variable rest periods.

Amendments to the Claims begin on page 2 of this paper, and
Remarks/Arguments begin on page 4.